

Tregony Surgery
Well Street
Tregony
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TR2 5RT
Tel: 01872 530483
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Drs Hynds, Tubman, Jacoby & Stephen
PORTSCATHO SURGERY
Gerrans Hill
Portscatho • Truro • Cornwall • TR2 5EE
Tel: 01872 580345
Fax: 01872 580788
Practice Manager – Nicola Davies MA

St Mawes Surgery
Hillhead
St Mawes
Truro
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TR2 5AL
Tel: 01326 270241
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FOR OUR PATIENTS

How we use your personal information

This fair processing notice explains why the GP practice collects information about you and how that information may be used. The health care professionals who provide you with care, maintain records about your health and any treatment or care you have received previously (for example, when accessing an NHS Trust, GP Surgery, Walk-in clinic, etc.) These records help to provide you with the best possible healthcare.

NHS health records may be electronic, on paper or a mixture of both, and we use a combination of working practices and technology to ensure that your information is kept confidential and secure.

Records which this GP Practice hold about you may include the following information:-

- Details about you, such as your address, carer, legal representative, emergency contact details;
- Any contact the surgery has had with you, such as appointments, clinic visits, emergency appointments, etc;
- Notes and reports about your health;
- Details about your treatment and care;
- Results of investigations such as laboratory tests, x-rays etc;
- Relevant information from other health professionals, relatives or those who care for you.

To ensure you receive the best possible care, your records are used to facilitate the care you receive. Information held about you may be used to help protect the health of the public and to help us manage the NHS. Information may be used within the GP practice for clinical audit to monitor the quality of the service provided.

Whenever you use a health or care service, such as attending Accident & Emergency or using Community Care services, important information about you is collected in a patient record for that service. Collecting this information helps to ensure you get the best possible care and treatment.

The information collected about you when you use these services can also be used and provided to other organisations for purposes beyond your individual care, for instance to help with:

- improving the quality and standards of care provided
- research into the development of new treatments
- preventing illness and diseases
- monitoring safety
- planning services

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This may only take place when there is a clear legal basis to use this information. All these uses help to provide better health and care for you, your family and future generations. Confidential patient information about your health and care is **only used** like this where allowed by law.

Most of the time, anonymised data is used for research and planning so that you cannot be identified in which case your confidential patient information isn't needed.

You have a choice about whether you want your confidential patient information to be used in this way. If you are happy with this use of information you do not need to do anything. If you do choose to opt out your confidential patient information will still be used to support your individual care.

Some of this information will be held centrally and used for statistical purposes. Where we do this, we take strict measures to ensure that individual patients cannot be identified. Sometimes your information may be requested to be used for research purposes – the surgery will always gain your consent before releasing the information for this purpose.

If you are at all concerned about the confidentiality of your medical record, or have concerns about any of the data we hold for you, please do ask to speak to the Practice Manager who will be happy to discuss your concerns with you.

To find out more or to register your choice to opt out, please visit www.nhs.uk/your-nhs-data-matters

On this web page you will:

- See what is meant by confidential patient information
- Find examples of when confidential patient information is used for individual care and examples of when it is used for purposes beyond individual care
- Find out more about the benefits of sharing data
- Understand more about who uses the data
- Find out how your data is protected
- Be able to access the system to view, set or change your opt-out setting
- Find the contact telephone number if you want to know any more or to set/change your opt-out by phone
- See the situations where the opt-out will not apply

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You can also find out more about how patient information is used at:

<https://www.hra.nhs.uk/information-about-patients/> (which covers health and care research); and

<https://understandingpatientdata.org.uk/what-you-need-know> (which covers how and why patient information is used, the safeguards and how decisions are made)

You can change your mind about your choice at any time.

Data being used or shared for purposes beyond individual care does not include your data being shared with insurance companies or used for marketing purposes and data would only be used in this way with your specific agreement.

Health and Care organisations have until March 2020 to put systems and processes in place so they can be compliant with the National Data Opt Out programme. At the time of updating this Privacy Notice, The Roseland Surgeries is working to ensure we are compliant and patients are informed so that we may apply your choice to any confidential information that we use or share for purposes beyond your individual care.